

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Senior Service Manager: Tackling Loneliness

Reporting to: Community Advice & Wellbeing Programme Manager

Work pattern: 25 hours per week based in Newhaven or Eastbourne depending on successful candidate location and service needs, with travel across East Sussex

Salary range: £35,304 - £41,363 per annum pro rata dependent on qualification, skills and experience (upper range awarded to exceptional / highly experienced candidates)



The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of people experiencing complex challenges in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, East Sussex County Council (ESCC) & Home Office.

To support its core activities SCDA also runs a number of Social Enterprises. These include Sussex Community Counselling, Denton Island Nursery rated as 'Good' by Ofsted, and a charity retail shop.

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2023/03/Our-Vision.pdf>

There are 12 main service areas grouped under 3 broad headings:

Health and Wellbeing – delivering counselling and suicide support and prevention through Sussex Community Counselling; delivering activities to develop active travel, environmental awareness and strengthen community resilience to the impacts of climate change; deliver activities which address the wider determinants of health and wellbeing and address health inequalities; build stewardship of actions to address loneliness and social isolation.

Vibrant Communities – developing community infrastructure and coordinating activity to identify community needs; delivering activities to support families and family learning for partners and carers of children under 8; creating vibrant community hubs as community resources; supporting an active Young People's voice in the development and delivery of services and the delivery of activities supporting local young people.

Money, Housing and Jobs – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work; supporting access to advice, information and signposting including specialist free, impartial, quality assured, confidential specialist advice; promoting food security and access to healthy, affordable food choices; supporting community wealth building through social enterprise.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of people experiencing complex challenges: supporting people and communities to thrive.

The context of the job

The organisation currently employs approximately 70 employees and delivers projects services and activities across East Sussex. One of SCDA's Core Values is teamwork & supporting colleagues and we therefore expect all members of staff to demonstrate flexibility within their specified job role and offer support to other team members as and when required.

SCDA is committed to working in partnership and this role reflects the collaborative approach of the East Sussex VCSE Alliance in identifying SCDA as the lead in implementing this exciting multi-agency work to tackle loneliness in East Sussex.

This pivotal role sits within the Community Advice & Wellbeing team, working to facilitate system approaches to tackling loneliness across East Sussex for which SCDA holds a coordinating function. Through this exciting programme we are coordinating and facilitating input from cross sector partners to bring collective understanding and a shared vision to tackling loneliness in East Sussex. The programme is creating opportunities for change through ongoing implementation of the recommendations of the Annual Report of the Director of Public Health in East Sussex 2022/23, 'Connecting People and Places'.

****Please see link to full report below, to be read in conjunction with this job description****

www.eastsussexfigures.org.uk/jsna/connecting-people-and-places-2022-23

Tackling Loneliness Programme evaluation report:



Tackling Loneliness
Report - final 25.2.26.

Working out of premises in Newhaven or Eastbourne, there is an expectation that there will be regular travel to SCDA, partner & other outreach and work based locations across East Sussex.

The post holder will be required to work some evenings and weekends to meet the needs of this programme and potential out of business hours meetings & forums, or relevant community interest events to generate interest and enthusiasm for stakeholder involvement. Additional remuneration is not applicable, as time off in lieu may be granted in accordance with the policy, or preferably work pattern flexed in the week before or after such events occur.

Job Purpose

The purpose of the role of the Senior Service Manager: Tackling Loneliness is to provide strategic and operational coordination of this 3 year ESCC funded programme, ensuring a robust oversight of all project deliverables is maintained and providing a centralised focal point for information and recommendation exchange & idea collation.

Funded by Public Health (East Sussex County Council), this brief is county-wide and delivery will be supported throughout East Sussex by a number of partner organisations under Service Level Agreement, with SCDA as the coordinating lead partner.

The role will involve working closely with partners, the Stewardship Group to ensure high quality strategic coordination which will influence future design and delivery of services across the network of relevant stakeholders which address loneliness and social isolation. The work will help to 'unblock' challenges that people are facing in trying to foster more connected communities. For example, this may be achieved by sharing and embedding learning from what is working well already in East Sussex. Highly effective collaboration with stakeholders at all levels within the public, private and VCSE sectors will be required.

In addition, the role will work with the 4 Infrastructure organisations delivering activity supporting grassroots VCSE activity across the 5 Districts and Boroughs to deliver Connecting

the Connector events and Loneliness Matters training to reach small and micro grassroots groups.

The Senior Service Manager is expected to work closely with the Community Advice & Wellbeing Programme Manager in the coordination of necessary evaluation; negotiating any follow on future contracts; or designing specifications for the next phase of the programme, and networking as appropriate with other providers and partners to develop & sustain SCDA and collaborative partner work to address loneliness.

A critical element of this programme is ensuring delivery is evidenced by rigorous evaluation, working with the evaluation delivery partner. Whilst conducted via an external evaluation partner, this process will be overseen and contribution led by this role and the SCDA Programme Manager.

Main Responsibilities

Programme coordination

- Lead coordination of programme activity, including Stewardship Group meetings and the delivery of knowledge exchange and 'Connect the Connector' activities delivered with East Sussex Local Infrastructure Organisations (LIOs)
- Help shape programme direction by identifying emerging priorities with partners.
- Generate buy-in across sectors and create opportunities to share the programme's aims and approach.

Connecting people and communities

- Facilitate cross-sector collaboration and support delivery of programme events and activities
- Develop the Tackling Loneliness toolkit, training and workshops to help build community capacity
- Maintain the East Sussex group of the online Tackling Loneliness Hub
- Ensure partner and community voices shape learning and programme development.

Vision and collaboration

- Support our shared vision for tackling loneliness and help partners work towards common goals.
- Model inclusive, non-hierarchical ways of working and encourage deep listening across the system.
- Build strong relationships through relational work with stakeholders, fostering commitment, shared ownership and accountability.

New ways of working

- Encourage bold ideas and challenge existing systems and assumptions.
- Support adaptive, reflective practice – testing, learning and adjusting approaches as needed
- Support evaluation to understand impact, helping to help design and implement suitable evaluation methods
- Contribute to funding bids and opportunities to sustain and grow the programme.

Communications, promotion and marketing

- Help to communicate the programme vision and key messages
- Work with partners, including East Sussex County Council, to help develop and deliver effective communications to programme partners

- Work with partners, agencies and others to ensure the programme/agenda is promoted effectively, utilising social media platforms and other media as appropriate.
- Support the development of public campaigns to tackle loneliness and promote connection
- Share learning widely to maintain enthusiasm, awareness and momentum.

Local influence and connectivity

- Build strong connections across local systems, from hyperlocal organisations to strategic partners
- Ensure seldom-heard and diverse voices contribute meaningfully
- Support community-based organisations to have influence and visibility in the programme.

Monitoring and management reporting:

- Ensure appropriate monitoring documentation is in place and adhered to for recording and tracking all necessary data for reporting purposes, including various outcomes/objectives & agreed KPIs
- Regular & rigorous oversight and maintaining vision of the overall budget and expenditure for this programme across the partner network
- Support others and lead on preparing reports for SCDA, ESCC Public Health, VCSE Alliance, supply chain partners and for key project stewardship forums.
- Keep accurate records, provide written and statistical reports as required, develop and maintain appropriate administrative and recording systems
- Arrange and coordinate all meetings as required by the contract
- Meet regularly with the Community Advice & Wellbeing Programme Manager for supervision and project reviews and take responsibility to follow through agreed areas of work
- Promote and comply with SCDA’s policies and procedural requirements, including all HR processes.

(i) EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

(ii) HEALTH AND SAFETY

All staff has responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations cannot in themselves justify a reconsideration of the grading of this post.

Signed.....

Dated.....

Person specification

Essential qualifications and experience:

- Appropriate professional qualification, degree or equivalent experience
- Significant project management experience, including initial project mapping, setting timescales and evaluating project outcomes
- Experience of convening and chairing meetings with a range of partners
- Experience of facilitating formal and informal networks and learning opportunities
- Experience of working within a partnership to gain positive changes/outcomes
- Experience of directing, supporting & supervising staff and volunteers
- Significant experience gained in delivery and management of community development or health & wellbeing related partnership projects
- Track record of ability to accurately project plan and ensure delivery to target and budget
- Management report writing, organisational and record keeping skills of a high order
- Experience of identifying and securing funding

Essential skills, abilities and knowledge:

- Ability to negotiate with influence and required diplomacy at all levels
- Professional credibility with the confidence to coordinate the input, thoughts and ideas from a range of different partners/stakeholders, to enable a breadth, depth and shared understanding of the issues impacting on this brief
- Ability to influence new and better ways of working
- Ability to rapidly build and maintain strong working relationships with a range of partners, funders and other agencies
- Understanding of evaluation methodologies
- Understanding of different ways of working within systems, for example relational, stewardship and human learning systems approaches
- Ability to gain a rapid understanding of partners and organisations across the sectors and across layers of the system, their services and those of SCDA, and promote their aims in a positive manner.
- Ability to work with minimal supervision
- Good understanding of GDPR, data protection requirements & law and client confidentiality
- Good understanding and experience of MS computer systems
- Experience of multi-tasking and multi project working

Essential personal qualities:

- Able to work effectively on own initiative or as part of a small team
- Resilience to withstand peaks in workload

Desirable experience, skills, abilities and knowledge:

- Knowledge of effective interventions and approaches that address loneliness
- Experience and knowledge of co-production and/or involvement of people with 'lived experience'
- Ability to use creative and innovative thinking, encouraging ideas from across stakeholders, working around constraints and challenges.

Circumstances:

- Must be a car driver and owner as the role involves regular travel across East Sussex.